

CXH Core Marketing Support 101

Common Issues and How to Resolve Them

Add a Data Recipient to an Account in CXH

Note: If a recipient is not listed on the integrated recipient list, the vendor must reach out to the desired recipient.

1. Log into your CXH account
2. Click the Syndication tab
3. Click "Add New Recipient"
4. Select a recipient Type ("Integrated" for marketing or GDSN data)
5. Select the recipient from the dropdown list
6. Click Apply

Add a User to a CXH Account

Note: New users can only be added to a CXH account by an admin-level user.

1. Log into your CXH account
2. Click the " My Account " tab
3. Click the "User Management" tab
4. Click "New" on the right hand side of the screen
5. Click the "Send New User Mail" check box
6. Enter in the credentials for the new user
7. Click "Save"
8. An email will be sent to the new user to finish their account setup

Add a Product Category to a Product in CXH

1. Log into your CXH account
2. Click the "Products" tab
3. Select the desired product
4. Click "Edit" in the action bar
5. Click the "Properties" tab
6. Click "Add Product Category"
 1. Select "Lowe's" for Lowe's recipients
 2. Select "Syndigo" for non-Lowe's recipients
7. Select the category and subcategories for your item
8. Click "Select"

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Archive an Item in CXH

1. Go to the company account in CXH
2. Click the "Products" tab
3. Select the desired products
4. Click Archive in Action Bar

Change a GTIN in CXH

Note¹: While you cannot alter an item's GTIN, the below will allow you to create new items with the same attributes.

Note²: GTINs must be changed before saving the duplicated items.

Note³: Changes to identifiers, including GTINs, will require new subscriptions from the recipient.

1. See *Duplicate an item in CXH*

Bulk Edit Category Attributes in CXH

Note: Only one Lowe's Category can be selected at a time

1. Log into your CXH account
2. Click "Products"
3. Select the desired GTINs
4. Select "Bulk Edit" in action bar
5. Click "Category Attributes"
6. Click "Change" in the category search bar
7. Select the desired category and subcategories
8. Click "Select"

Change an Account Password in CXH

1. From the CXH login page, click "Forgot Your Password"
2. In the popup, enter your CXH username (not email)
3. A temporary password will be sent to the email address associated with that username

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Check the Subscription Status of Items in CXH

1. Log into your CXH account
2. Click Syndication
3. Select the desired recipient
 1. Select "Subscriptions" > "Active" to view items with active subscriptions
 2. Select "Subscriptions" > "Published Awaiting Subscription" to view published items that have not yet been subscribed to
 3. Select "Requests" > "Subscription Requests" to view *existing* items the recipient has requested
 4. Select "Requests" > "Product Requests" to view *non-existing* items the recipient has requested

Delete a Product in CXH

Note: Deleted data is not recoverable

1. Log into your CXH account
2. Click "Products"
3. Select the items to be deleted
4. Click "Manage Product Lifecycle" in the action bar
5. Enter the desired discontinue date
6. Enter the desired delete date (must be at least 24hrs after the discontinue date)
7. Click "Update"

Discontinue a Product in CXH

1. Log into your CXH account
2. Click "Products"
3. Select the items to be discontinued
4. Click "Manage Product Lifecycle" in the action bar
5. Enter the desired discontinue date
6. Click "Update"

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Download Assets in CXH

1. Log into your CXH account
2. Click "Assets"
3. Select the desired assets
4. Click Download
5. An email with the desired assets will be delivered to the user who initiated the download

Duplicate an Item in CXH

Note: The same GTIN cannot be active on multiple items at the same time; ensure to alter GTIN of duplicated item before saving.

1. Log into your CXH account
2. Click Products
3. Select the desired product
4. Click "Edit" in the action bar
5. From the Edit screen, Click "Duplicate," located in top right corner
6. Edit and save the new item

Duplicate Multiple Items in CXH

Note: While you cannot bulk duplicate items, you can use the method below to achieve the same effect. As only one instance of a GTIN can appear in the account, GTINs of the uploaded items must differ from the existing items.

1. Log into your CXH account
2. Export a spreadsheet of the desired items (See "Export a Product Spreadsheet from CXH")
3. Archive the original items (See "Archive an Item in CXH")
4. Alter desired fields of the items within the spreadsheet
5. Re-upload the altered items (See Import a Spreadsheet into CXH")

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Export a Blank Spreadsheet From CXH

1. Log into your CXH account
2. Click "Activity Log"
3. Click "Blank Spreadsheet"
4. Click "Create"
5. Enter the desired specifications
6. Click "Create Spreadsheet"
7. Repeat if other spreadsheets are needed
8. Click "Export"
9. An email with the desired spreadsheets will be delivered to the user who initiated the export

Export a Spreadsheet of Items From CXH

1. Log into your CXH account
2. Click Products
3. Check the boxes next to the desired products
4. Click "Download" in the actions bar
5. Click "Next"
6. Click "Create"
7. Enter the desired specifications
8. Click "Create Spreadsheet"
9. Repeat if other spreadsheets are needed
10. Click "Export"
10. An email with the desired spreadsheets will be delivered to the user who initiated the export

Import a Spreadsheet Into CXH

Note: Spreadsheets must be acquired from CXH or they will not import (See "Export a Blank Spreadsheet")

1. Log into your CXH account
2. Click "Activity Log"
3. Click "Import"
4. Drag files into the designated area or Click "Upload Files"
5. Click "Import"

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Link a Product to a Recipient in CXH

1. Log into your CXH account
2. Click "Products"
3. Select the desired products
4. Click "Link to recipient" in the action bar
5. Select the desired recipients
6. Select the desired Requirement Sets
7. Click "Apply Link"

Link Multiple Assets to Items in CXH

1. Log into your CXH account
2. Upload the desired asset (See "Upload Assets in CXH")
3. From a CXH-acquired spreadsheet, copy the asset file name into the desired image attribute field (See "Export a Product Spreadsheet from CXH")
4. Upload the spreadsheet (See "Import Spreadsheet into CXH")

* Assets can also be linked via URL by pasting the URL of the image into the desired image attribute field

Publish Core or GDSN Data for an Item from CXH

1. Log into your CXH account
2. Click "Products"
3. Select the desired product
4. Click "Edit" in the action bar
5. Click "Publish"
6. Select "Product Content" for marketing, initiate or GDSN data
 1. Select the "Core/Marketing Recipients" tab for marketing or initiate data
 2. Select the "GDSN Recipients" tab for GDSN data
7. Select the desired recipients
8. Click "Publish"

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Publish Data for Multiple Items in CXH

1. Log into your CXH account
2. Click "Products"
3. Select the desired products
4. Click "Bulk Edit," located in the action bar
5. Click "Publish"

Register a Catalog Item in CXH

1. Log into your CXH account
2. Click "Products"
3. Check the selection box next to the product
4. Click "Add Catalog Items"
5. Locate the desired GLN
6. Under the GLN, select the desired target market(s)
Click "Add Catalog Items"

Search for multiple GTINs in CXH

1. Log into your CXH account
2. Click "Products"
3. Select "Add Filter"
4. Enter desired filter criteria
5. Click "Apply Filter"

Un-Archive Items in CXH

1. Log into your CXH account
2. Click Products
3. Select "Archived Products" from the dropdown menu at the top of the screen
4. Check the box next to the desired item
5. Click "Unarchive" in the action bar

Upload Assets in CXH

1. Log into your CXH account
2. Click "Assets"
3. Click "New Asset"
4. Select the desired asset from your file(s) from your computer
5. Click "Open"